

# Introducing...

# The Public Health

# Quality Improvement

# Network

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# From an Idea...

- Multi-State Learning Collaborative (MLC)
  - Goals
    - Prepare health departments for accreditation
    - Implement quality improvement
- Implementing QI in Public Health
  - Train the public health workforce
    - QI concepts
    - Use of QI tools
    - Facilitating and leading QI projects
  - Share lessons learned

# ...To a Reality

- How do you spread quality improvement throughout 99 counties and across the state health department?
  - Researched quality improvement networks
  - Spoke with other MLC states
- Decided on identifying and training QI champions

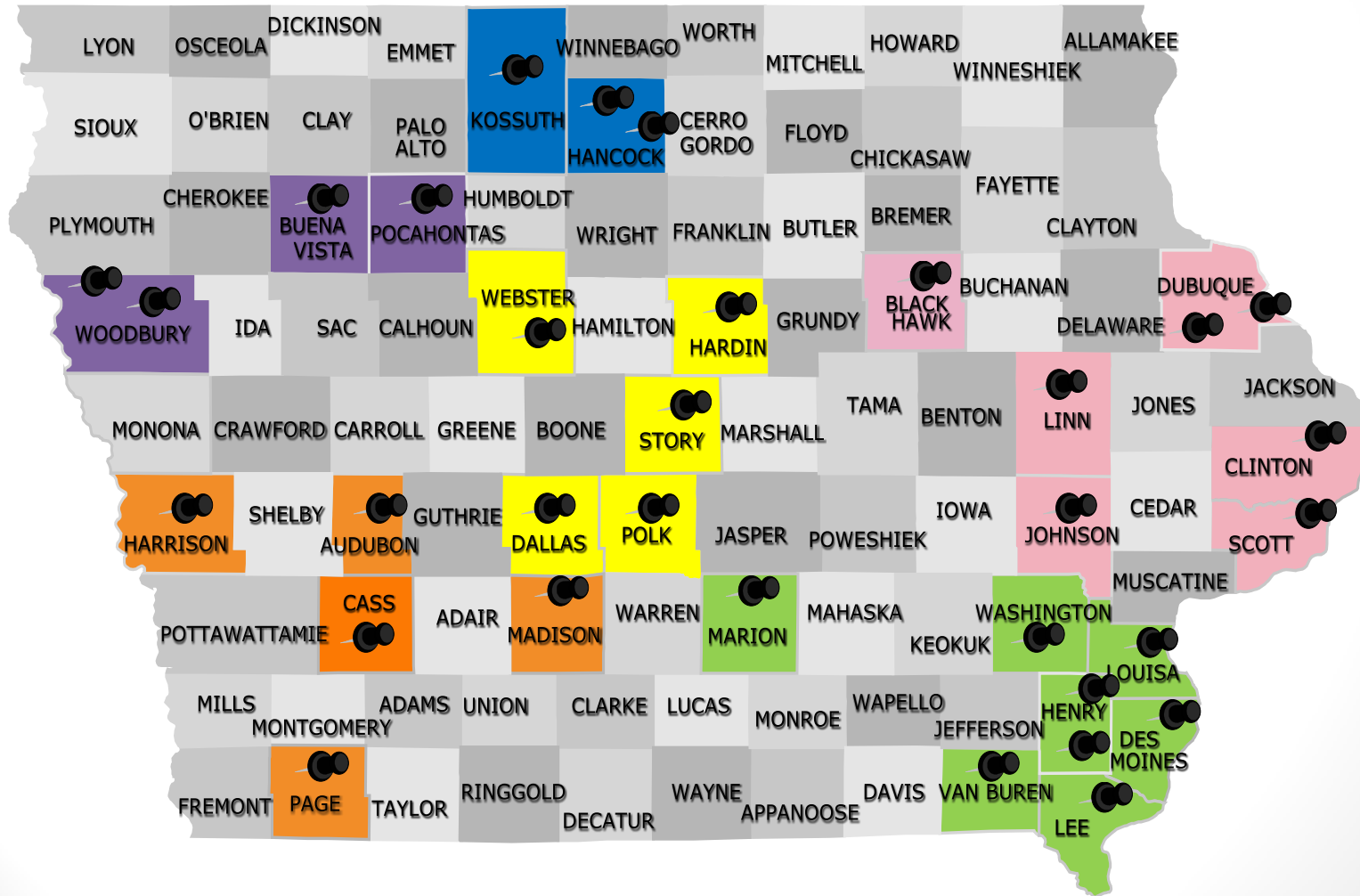
# Establishing a Network

- Local Level
  - Invitation for QI champion nominations sent mid-summer 2010
    - 24 spots available (Four (4) from each public health region)
  - Nomination period opened July 12, 2010
    - Overwhelming response!!
      - 18 nominations on the first day!
      - Waiting list established!
  - All 30 nominations accepted
    - Resources identified to train all nominees, pay for travel expenses to attend trainings, and incentivize participation (QI software)

# Establishing a Network

- State Level
  - Met with IDPH leadership to gain buy-in
  - Requested identification of QI champions from each of the six divisions
  - Received name of QI champions late-summer 2010

# Local QI Champions



# Local QI Champions – By Region

## Region 1:

Paul Watson – Dallas Co.  
Nancy Bunt - Hardin Co.  
Tammy Keiter – Polk Co.  
Margaret Jaynes – Story Co.  
Kari Prescott – Webster Co.

## Region 2:

Betty Mallen – Hancock Co.  
Kathi Nelson – Hancock Co.  
Dixie Meyer – Kossuth Co.

## Region 3:

Pam Bogue – Buena Vista Co.  
Diane Ferguson – Pocahontas Co.  
Sara Wester – Woodbury Co.  
Michelle Clausen-Rosendahl –  
Woodbury Co.

## Region 4:

Jeanne Schwab – Audubon Co.  
Denise Coder – Cass Co.  
Nicole Carritt – Harrison Co.  
Jackie Howard - Madison Co.  
Belinda DeBolt - Page Co.

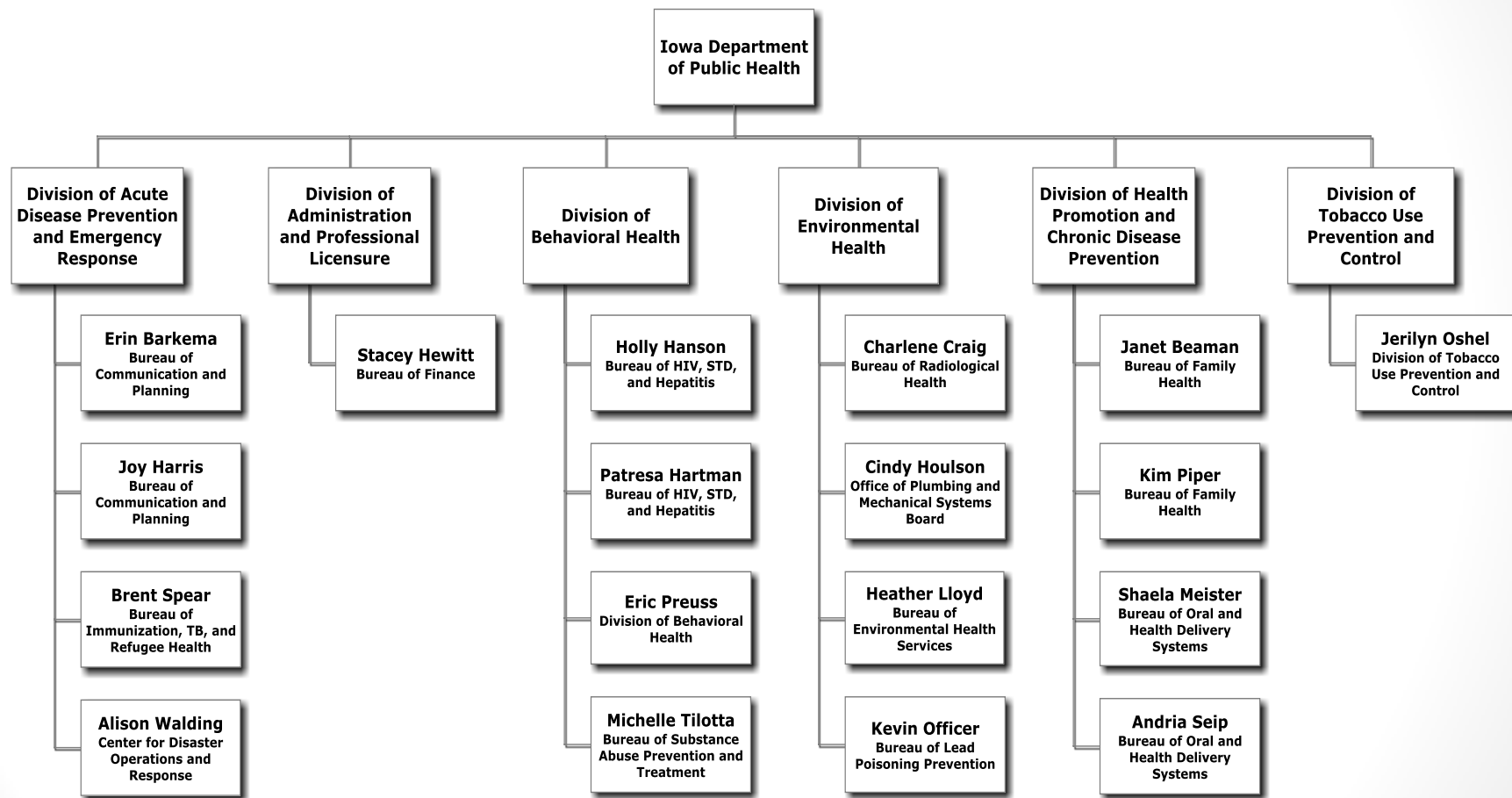
## Region 5:

Angie Rhum – Des Moines Co.  
Linda Albright – Henry Co.  
Jodi Sutter – Henry Co.  
Michele Ross – Lee Co.  
Kim Dorn – Marion Co.  
Martha Sullivan – Van Buren Co.  
Lynn Fisher – Washington Co.

## Region 6:

Kaitlin Emrich – Black Hawk Co.  
Michelle Cullen – Clinton Co.  
Bonnie Brimeyer – Dubuque Co.  
Crystal Westphal – Dubuque Co.  
Nadine Fisher - Johnson Co.  
Larry Hlavacek – Linn Co.  
Tiffany Tjepkes – Scott Co.

# State QI Champions





# Role of QI Champions

- Local Level
  - Implement QI at their agencies
  - Serve as a resource for health departments in their region
    - Providing training as requested
    - Help agencies understand when to use QI
- State Level
  - Implement QI in their programs/bureaus
  - Serve as a resource in their divisions
    - Provide training as requested
    - Help programs understand when to use QI
  - Serve on department-level QI teams

*Public Health Quality  
Improvement Network*



# “Network”ing Opportunities

- Building QI Capacity
  - Face-to-face training #1
  - Webinars
  - Face-to-face training #2
  - Mentoring
  - Sharing experiences (Learning Congress)

# Face-to-Face Training

- Basic QI training - October 19 & 20, 2010
  - Conducted by QI experts (through the Public Health Foundation)
    - Conceptual and experiential learning
      - Introduction to QI
      - PDSA/PDCA Cycle
      - AIM statements\*
      - Understanding customer satisfaction
      - Basic QI tools\*
      - Measurement & Data
      - Project Management (Gantt Charts)
      - Teaming

# Basic QI Tools

- AIM Statements
- Force and Effect
- SIPOC + CM
- Flow Charting
- Cause and Effect (Fishbone & 5 Whys)
- Solution and Effect (5 Hows)

# Webinars

- Held to reinforce QI concepts
- Allowed champions the opportunity to learn more about specific topics
- Used technology to make training available
- Conducted by faculty with numerous years of QI experience



# Webinars

- Getting Started: Steps to Selecting Your Next QI Adventure
- Cause and Effect (Root Cause Analysis)
- Visualizing Your Process: Flowcharting 101
- Identifying and Prioritizing Solutions
- Using Data to Study QI Results

To view recorded webinars, please go to  
[http://www.idph.state.ia.us/mphi/quality\\_improvement.asp](http://www.idph.state.ia.us/mphi/quality_improvement.asp)

# Face-to-Face Training

- Train-the-Trainer - January 19 & 20, 2011
  - Conducted by QI experts (through the Public Health Foundation)
    - Conceptual
      - Coaching and facilitation skills
      - Listening and effective communication
      - Team analysis and decision making
      - Being an effective team
      - Getting teams started
      - Communicating team progress
      - Analyzing your training audience



# Face-to-Face Training

- Train-the-Trainer - January 19 & 20, 2011
  - Experiential
    - Teach backs and feedback
      - SIPOC+CM – IDPH
      - Flowcharting – IDPH
      - Force and Effect – Region 1
      - Introduction to QI – Region 2
      - Cause and Effect – Region 3
      - AIM Statements – Region 4
      - Teaming – Region 5
      - Gantt Charts (Project Management ) – Region 6

# Examples

- State level implementation
  - Defining a Public Health Message – PHAB Beta Test
    - AIM statement – By January 3, 2011, six of six press releases will meet the criteria established for a public health message as evidenced by the press release checklist.
    - Results – Press releases were evaluated from December 6, 2010 through January 5, 2011. Four of five press releases met all of the criteria.
- Local level implementation
  - Incorporating QI into business practice
  - Developing QI capacity

THANK YOU!

Questions?